**WNYRIC Service Desk - Limited Tablet and Laptop Repair Options for 2016**

In the quest for thinner, lighter, and cheaper devices, more and more laptops are being designed and built in such a way that limits their ability to be repaired. These devices should be considered consumables due in part to their limited repair options. Most manufacturers will allow you to buy extended warranty options when the equipment is purchased. Anything beyond that would be a special quote if offered at all. Any device purchased under an IPA must be maintained in working condition until the loan is paid off in full.

Many of the new tablets and some laptop devices that are being sold are less than $300 and are simply not designed to be opened up and repaired. Surface Pro devices are more expensive and yet we are not able to find an outside service option to repair them due to excessive adhesive, fusing of the glass and digitizer and cable routing being glued throughout the surface pro.

Presently the WNYRIC does not have any requirements in regards to what type of warranty is purchased. We plan to focus our efforts on reviewing warranty related issues at the time the projects are done. We will also make sure that districts know that for ANY device, repair options may be limited after the warranty they choose at the time of the project expires.

Thanks for your attention to this important change. If you have any questions, please feel free to email or call me and I will work with members of E1B WNYRIC to respond to your needs.



Sherry Wyckoff-Bauer

Supervisor - WNYRIC Service Desk & E1B Technical Support

Information Technology Services